

DOCUMENT RESUME

ED 188 586

IR 008 439

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TITLE The Ethics and Problems of Medical Reference Service in Public Libraries. Summary and Addenda to the September 1979 Bay Area Reference Center Workshop.
INSTITUTION San Francisco Public Library, Calif. Bay Area Reference Center.
PUB DATE Sep 79
NOTE 34p.: Parts may be marginally legible due to print quality.
EDRS PRICE MF01/PC02 Plus Postage.
DESCRIPTORS *Ethics; *Health Materials; Library Materials; *Library Services; Library Surveys; *Medicine; Position Papers; *Public Libraries; Reference Materials; *Reference Services; Resource Materials; Workshops
IDENTIFIERS *Medical Information

ABSTRACT

Participants in a workshop on the ethics and problems of medical reference service in public libraries generally concluded that people have a right to information concerning health and librarians should rely on common sense in answering medical reference questions and refrain from interpretation and diagnosis. Presentations included a report on a survey of the availability of medical libraries to the public, a talk and slide show by a physician stressing self-care, and a panel discussion whose members discussed their libraries in general and health-related reference services in particular, emphasizing individual approaches to medical reference questions. The final session was devoted to a Bay Area Reference Center survey on formal written policies for medical reference, a summary of which is attached. A Self-Care reading list of 62 titles and a Self-Care Credo are included along with six sources for pamphlets, a bibliography of 19 selected bibliographies, and 13 sources for reviews of nontechnical books on medical topics: descriptions of 11 indexing and abstracting services covering the medical literature; and a listing of five miscellaneous information sources. (RAA)

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THE ETHICS AND PROBLEMS
OF MEDICAL REFERENCE SERVICE
IN PUBLIC LIBRARIES



Summary and Addenda
to the
September 1979
Bay Area Reference Center
Workshop

Edited by Audrey Powers

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INTRODUCTION

On September 26 and 27, 1979 the Bay Area Reference Center (BARC) presented a workshop on "The Ethics and Problems of Medical Reference Service in Public Libraries"; one hundred thirty-eight librarians from public, academic and special libraries attended. As an experiment BARC has assembled this publication in lieu of proceedings and invites Northern California librarians to comment on its usefulness. Additional copies are available at no charge. The unedited audiotapes (6 hours) of the workshop are available for loan from BARC. Copies of packets of materials assembled for the workshop are also available from BARC. Recommended background reading for the workshop included the series of five articles summarizing the April 1977 San Diego Health Information Networkers Conference; these articles appeared in *California Librarian*, January 1978, p. 6-38, and are included in the workshop packet.

Included in this packet are:

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A SUMMARY OF THE WORKSHOP FROM THE SOUTH BAY AREA REFERENCE NETWORK

The following summary of the workshop was prepared by Anne Porter-Roth, South Bay Area Reference Network (SBARN) reference librarian. BARC thanks her and Karen Rollin Duffy, SBARN Coordinator, for permission to include it here. In order to share highlights of the workshop with library staff unable to attend the program, SBARN sent copies of the summary to all reference departments in the South Bay Cooperative Library System. BARC feels this is an excellent way for workshop attendees to share the experience in their system libraries, and encourages other systems to consider similar projects.

SBARN Workshop Summary, September 27, 1979

The purpose of this workshop was to "provide a forum for librarians and health professionals to exchange information" and to tackle the problems inherent in this difficult area of reference work.

The first talk was by Lisa Dunkel, librarian at the Health Sciences Library at UC Davis. Her topic, "Public Access to Medical Library Facilities," covered the results of a survey she had done on the availability of medical libraries to the public. Lack of access and/or highly controlled access has been a long-standing problem. Many hospitals let patients use their libraries only with their doctor's permission, and the majority of physicians seem to have a repressive attitude towards their patient's access to information. Since it is often difficult for a patient to obtain any information while in the hospital, this makes the experience even more frustrating. However, the picture is not completely bleak. Veterans hospital libraries were rated about the best in terms of patient access. Libraries where the reference policy has been written by the librarians are much more liberal concerning access than those where the policies were formulated by library committees or administrators. This was only a brief overview of the results of the survey and details can be obtained by contacting Ms. Dunkel.

The main event of the workshop was a talk and slide show by Dr. Tom Ferguson, editor of the quarterly journal *Medical Self-Care*. His conversion from an establishment-type doctor to an advocate of medical self-care began during medical school where he was disturbed by the attitudes and subject matter being taught. The "miracle" quality of modern medicine and the philosophy of medicine as a religion with physicians as its priests were greatly overemphasized. The idea was to discourage people from participating in and taking responsibility for their own health care. Additionally, the teaching emphasis was on the miracle drug, the exotic, rarely seen disease, rather than the everyday problems and ailments that the majority of people have. Dr. Ferguson feels that primary care and self-care assistance should be most important, but the medical school curriculum virtually ignores these.

As his disillusionment grew, Dr. Ferguson became more interested in the concept of medical self-care. There are several types of self-care: individual, family, kinship group, self-help #1 (i.e. Alcoholics Anonymous or women's support groups), and self-help #2 (i.e. anti-smoking, anti-nuclear groups). He emphasized the importance of family and kinship participation in a person's self-care.

The first self-care project that Dr. Ferguson participated in was a health class of first and second graders. The goal was to try to change behavior patterns and attitudes early before they had become deeply ingrained. The group began by asking the children what they would like to study; surprisingly the children wanted to know about diseases, scabs, etc., rather than what is usually taught in school health classes (eg., how to brush teeth properly). Many children went fairly deeply into their interests including one who learned the clotting mechanism of blood and another who mastered the microscope. Others were content to listen to everything in sight with their stethoscopes.

Dr. Ferguson then began adult classes in self-care with the primary emphasis on preventive care. These classes, which began on the east coast and in the midwest, are becoming increasingly popular throughout the country and are sponsored by public health departments, universities, and other organizations.

The journal *Medical Self-Care: access to tools* is Dr. Ferguson's current project. It concentrates primarily on book reviews and bibliographies to help readers select the most helpful tools. There are articles on various topics and whole issues devoted to a particular subject, such as stress. The journal's heavy emphasis on printed material is consistent with Dr. Ferguson's concept of librarians as a type of health worker. Doctors and nurses are thought of as the main health workers but Dr. Ferguson believes that in reality there is a wide network of people who fall into this category: pharmacists, running coaches, ministers, and librarians.

There are many opportunities for librarians to become more closely involved in the health education field while still remaining reference sources rather than practitioners. One problem people have is finding good self-care materials; librarians can be extremely helpful in locating and disseminating materials. The workshop presentation included information on titles Dr. Ferguson feels are the best self-care books presently available. [N.B.: A list of these titles follows this summary.] Librarians can aid in displaying health care books and pamphlets at health fairs and other community gathering places. One of Dr. Ferguson's ideas is for libraries to circulate lists of library medical resources to others concerned with health, including physicians, so that patients can take advantage of the library's collection. Strengthening and creating alliances between medical librarians and other health workers and public librarians is also vital. In addition, libraries can take advantage of the tremendous hunger of the media for information on health-care by publicizing their collections and resources. The main goal of this activity would be to supply lay people with the information needed to exercise the responsibility for their own health care.

A forthcoming issue of *Medical Self-Care* will be concerned with librarians as health workers. During the next six months, Dr. Ferguson will be

collecting ideas, book suggestions, problems, etc., from interested librarians. He is anxious to hear from people. He would also like suggestions on books that do not exist now which need to be written. Publishers have been asking him for ideas and he will be happy to pass them along.

Dr. Ferguson's talk was followed by a panel discussion on the "Ethics and Problems of Medical Reference Service." The members were: Rochelle Schmalz, librarian at the Kaiser-Permanente Patient Education Library in Oakland; Rita Kane, librarian at the UC Berkeley Biology Library [Note: her coworker, Eva Carroad, represented UC Berkeley September 26]; Bill Lee, librarian at the Fremont Main Library; and Karen Jemison, librarian at the Palo Alto Veterans Administration Hospital Patients' Library. Each discussed his or her library in general and health-related reference services in particular, emphasizing the way he or she handles medical reference questions.

The Kaiser-Permanente Patient Education Library in Oakland was created to serve as an extension of the doctors' care. The restrictive attitude toward patient access to information does not apply here. The library is open to the public; however, only Kaiser-Permanente members can borrow books. 15-20% of the users have been referred by their physician, another 15-20% by a nurse-practitioner, and the rest have come of their own accord. The collection contains books and pamphlets but no medical texts or journals. Everything is specifically directed towards the lay person. The collection also contains audio-visual material on a wide variety of subjects. The aim of the library is to help users become better informed about their health, or their disease and its treatment. Every item in the collection is approved by the Kaiser-Permanente staff. The library does little telephone reference but will mail out pamphlets and photocopies. In handling reference questions, the staff tries to gauge exactly what the person wants--not everyone wants the most detailed information available. The main rule is no diagnosis and no interpretation but use of common sense and sensitivity to the requestor's needs.

The collections of the School of Public Health and Biology Libraries at UC Berkeley are specialized and reflect the programs offered at the University. Both libraries are open to the public who have free access to the shelves. The scope of the collections include: physiology, bacteriology, immunology, embryology, genetics, optometry, and public health. There is also a core collection of medical reference books housed at the Biology Library. The library staff's goal is to facilitate the use of the collections. Much time is spent in the reference interview, and particular importance is paid to interpreting the different levels of need. The libraries do not contain much on the lay-person's level, and referrals are made to variety of sources such as public libraries and the Kaiser-Permanente Patient Education Library. People whose questions deal with medical specialties not covered in the libraries' collections are generally referred to the University of California at San Francisco. The general attitude toward answering reference questions is nonjudgemental, noncensoring. The main requirement and concern is that the level of the material fit the level of the patron's understanding. It seems that more responsibility is given to the requestor than at other libraries.

The Fremont Main Library collection contains over 180 medical books. Health-related books account for the highest percentage of circulating

non-fiction. The subject that most people are interested in is the side effects of drugs, an interest mentioned by other panel members. The importance of a good, thorough reference interview was stressed. The Fremont Main Library believes that the individual librarian's common sense is the best way to handle the often sticky problem of deciding which questions to answer and how. The common prohibition against diagnosis and interpretation is followed.

The philosophy of the VA Patient Library in Palo Alto is that patients have a right to health information. The library is for the use of patients, outpatients, and nonmedical VA staff. The separate library for the medical staff is not open to patients, but the librarian in the Patients Library uses it for them when she thinks it is necessary. The librarian feels that keeping medical material current is critical, that offering a patron out of date material is worse than providing none at all. She stressed the importance of high quality accurate and reliable materials. Like the other panel members, the librarian mentioned the importance of common sense and sensitivity. She did admit to one activity which the others had not-- the occasional censoring of material when she has felt the patient would be needlessly upset.

The general messages from the panel members were: people have a right to information concerning health, and librarians should rely on common sense in answering medical reference questions and stay away from interpretation and diagnosis.

In the afternoon session Audrey Powers of BARC discussed "Medical Reference Policies: a summary of the BARC survey," a copy of which was included in the workshop packet. 50% of the libraries which responded did have a formal written medical reference policy, while half of the other 50% had informal guidelines. Two-thirds of the respondents referred "difficult medical questions" to other sources, including physicians. The majority of libraries having restrictions on medical reference placed them on telephone reference, which presents unique problems. Following Audrey's presentation, workshop attendees worked in groups to formulate medical reference policies for their libraries. As in the panel discussion, the general feeling was to encourage librarians to use common sense in dealing with questions and to remind them they should never diagnose, interpret, give advice or discuss their own experiences.

[Editor's note: Brief editing of the SBARN report was done to conform to the format of this publication.]

MEDICAL REFERENCE POLICIES IN
PUBLIC LIBRARIES -

A SUMMARY OF THE BARC SURVEY

In July 1979 in preparation for the workshop, BARC sent out a reference policy survey to 90 public libraries and library systems in Northern California (the area served by BARC) and to 17 other major public libraries throughout the U.S. Bill Lee, Head of General Services at Fremont Main Library, helped write the survey. Listed below are the major survey questions relating to reference policies:

1. Does your library or library system have a written reference policy?
yes _____ no _____ If yes, please attach a copy.
2. If yes, does it address the subject of medical reference? yes _____ no _____
3. If no, do you have informal guidelines for handling medical reference questions?
yes _____ no _____
4. How does your library handle "touchy" questions?
5. Does your library give referrals for difficult medical questions?
yes _____ no _____ If so, to whom? physicians _____
medical libraries _____ other libraries (please specify types) _____
other organizations (specify type) _____
6. Do you place restrictions on medical reference inquiries regarding the following
(please specify actual restrictions, e.g. "10 min. searching for phone inquiries",
etc.):
phone vs. in person inquiries _____
amount of time librarian should spend on inquiry _____
type of sources used _____
publication date of sources used _____
working with patron vs. directing patron to a source _____
7. If you have any other informal guidelines, can you briefly describe them below?

Of the 107 libraries contacted, 66 responded, a return rate of 61%. Of the libraries responding, approximately 40% had formal written policies (actual copies of 23 were sent to BARC) and over 90% of these addressed the subject of medical reference. Approximately 60% of the libraries had no formal written policy, but most of these had guidelines for handling medical reference questions.

Almost all the libraries contacted do at least some medical reference; a number reaffirmed the right of patrons to information on any subject and stated that libraries should try to answer all questions. However, a fundamental theme, mentioned on nearly every form, was that librarians must take special care with medical reference and never give personal advice, interpretation or diagnosis, but rather provide only factual information from printed sources. Also frequently mentioned was recommending that patrons return to their physicians if further information was needed. [In the workshop discussion, however, it was noted that

many patrons do not have a physician, so this suggestion is frequently not realistic.] And finally, a number of libraries did not wish to have rigid restrictions, but encouraged librarians to act reasonably and appropriately.

In answer to question 5 only about 10% of the libraries responding did not give referrals. The rest mostly referred patrons to medical libraries (about 70%), to physicians (about 20%), or sent the request through the public library system network. Also mentioned were health clinics, county health departments, government agencies, special interest groups for various diseases, and PSRMLS.

In addition to the above frequently mentioned comments, the following are selected responses to questions 4, 6 and 7:

4. How does your library handle "touchy" questions?

- Very carefully!
- With great tact!
- By referral to experts.
- Men go to men and women to women.
- We remind patrons we are not health professionals.
- ALL are touchy and are handled the same.
- Give all information in print in the library.
- Patrons are asked to come to the library and do their own searching.

6. Do you place restrictions on medical reference inquiries regarding the following:

Phone vs. in person inquiries?

Most respondents did have some limitations for telephone requests, such as:

- a) Not reading lengthy items or items from certain sources (e.g., PDR).
- b) Always citing the source and giving the date.
- c) Very brief definitions or short answers only; patrons must come in for more involved questions.

A few noted that they do NO telephone medical reference, and a few that in person inquiries receive priority.

Amount of time librarian should spend on inquiry?

Most respondents did have time limitations, ranging from a few minutes to 30 minutes. Many felt that if it took more than a few minutes the patron should come to the library. Several respondents left it up to the discretion and good judgement of the librarian.

Types of sources used?

Most used the entire collection.

Publication date of sources used?

Most noted that they try to keep collection current and use most current tools.

Working with patron vs. directing patron to a source?

Most common response was that it depends on the complexity of the question.

7. If you have any other informal guidelines, can you briefly describe them below?

If the information might cause the patron distress we'd suggest coming to the library for further information.

We suggest the patron photocopy any confusing material and discuss with physician.

If we recognize the illness as being rare and very serious, we prefer not to be the one to give the patron the "news" unless their physician has directed them to the library.

Always recommend that librarian confer with other staff in case of problems.

Of the actual policies sent to BARC, most were very general, reiterating the above statements and leaving much to the discretion of staff. Twelve of the policies came from libraries in Northern California, and eleven from outside BARC's service area. One large public library collects no medical materials, but refers all questions to a medical library nearby, while another public library administers the library at the city's general hospital. In the most conservative policy received, it was noted that librarians were to give no advice or interpretations which to them included giving the composition of drugs or reading medical definitions over the telephone. Telephone reference was limited to biographical information on doctors and the correct spelling of medical terms or drug names. Most policies were more liberal than this, however. Several libraries that had no formal written policy noted that this survey encouraged their staff to attempt to formulate a written policy.

Listed below is the very thorough and carefully thought-out policy received from San Joaquin Valley Library System (SJVLS). Copies were included in BARC's workshop packet. Our thanks to SJVLS for permission to include it here:

SAN JOAQUIN VALLEY LIBRARY SYSTEM
GUIDELINES ON HANDLING MEDICAL QUESTIONS IN THE PUBLIC LIBRARY*
Approved by System Executive Council January 17, 1979

GENERAL PRINCIPLES

Patrons using the library have a right to free access to any medical information in the collection, just as they do for any other type of information in the library. Librarians have a duty to guide the patrons to the most appropriate material for their needs in terms of level of difficulty and information content, but they should never refuse to supply information the patron requests even though the librarian may feel it unsuitable or frightening to the patron. The patron has the right to the information and must make the decision on whether to read it.

Librarians must be careful not to practice medicine. Our job is to provide information to the patron, but not to interpret that information nor to give medical advice. Patrons should always be cautioned that we are not doctors, and that we are only providing material that they must interpret themselves. They should be told that this may not be the best or latest or most complete information on the subject, and that only a doctor is qualified to make those judgements. This caution should always be given, on each and every medical question handled.

SAMPLE STATEMENT:

The material that I am giving you (or reading to you, or that the library has) may not be the most accurate, complete or up to date that is available. There is a vast body of medical information that is being updated daily, and you will have to decide for yourself how reliable this particular material is. You may want to check with a qualified medical person for advice.

When resources at hand are inadequate, the librarian should offer to carry the question further, or to refer the patron to a more appropriate source.

* Some of these guidelines are taken from the California Library Association Draft Statement of Professional Responsibility for Librarians Council Document 1976-26, rev. November 1976 in *California Librarian* January 1978, p. 35-38.

The librarian should always tell the patron the source of the information provided.

The privacy of the patron should be respected at all times. The question should never be discussed away from work and the patron's name should not be released even in seeking help for the patron, unless the patron has given permission.

Because patrons are often embarrassed about asking medical questions, special care should be taken to be tactful, and to put the patron at ease.

TELEPHONE INQUIRIES

Special care should be taken in responding to medical questions over the telephone because it is so easy to mis-hear over the phone, and because the librarian must be the one to choose what the patron will be reading.

If a patron comes into the library in person, we do not have the right to censor the material they receive. We must supply information on the subject requested to the best of our ability. By telephone, though, the nature of the information must be different. We cannot read the full texts of articles to people over the phone because of the time factor, and we can't be sure we have chosen the most appropriate information (the patrons make this choice themselves when using materials in person). In many cases, even choosing what books to read from, or what sections to read, may require a medical judgement we are not competent to make. It is always bad reference practice to give out incomplete information, and with medical questions it can be especially harmful. In replying to a question, you should always scan the material first before reading it over the phone, and if you feel that by reading only sections over the phone you risk misinterpretation, you should insist that patrons come to the library so they can refer to the entire article.

Some particular instances where this might occur are:

DRUG INFORMATION

Patrons often call asking for information about a particular drug, such as what the side effects are. The standard drug encyclopedias generally have several paragraphs on each drug, and it is often not possible to read the entire article. Reading just the section on harmful effects, for example, may be very misleading in the context of the whole article. You may want to read only the introductory paragraph, and suggest that the patron come to the library to read the rest.

TERMINAL OR HIGHLY SERIOUS ILLNESS

Again, the risk here is giving out incomplete information. While a brief definition such as we often read by phone may indicate that a condition is highly serious, a complete check of the current medical literature may show many other factors that must also be taken into consideration. Thus, such a phone response may well be inaccurate or incomplete. Because of the special nature of these requests, and the possible harmful effects of giving out inaccurate information, it is wise to ask the patrons to come to the library where they can read all of the available material about the condition. You can tell the patrons that the information requested is too long, or complicated,

or that you are not sure you have the correct information at hand, and ask them to come in person.

ILLNESS OR MEDICATION WITHOUT EXACT INFORMATION

If a person does not have an exact spelling, and wants a definition; or has a word which "sounds like" and wants spelling or definition, you will have to use extreme caution in using the medical tools. For example, the words hyperthyroidism and hypothyroidism sound almost alike but are opposites. If there could be the slightest doubt about what is meant, you should not give out this information by phone. If a person comes to the library in person you can help them use the dictionaries, cautioning them about the many sound alike, look alike terms, and then let them find the word themselves.

Sometimes people call with a set of symptoms and want the name of the condition, and something about it. Sometimes they have seen a doctor and been diagnosed but can't remember the name of the condition. You should not do this kind of question by phone--you would in effect be practicing medicine. Even if you think you have a name which matches the symptoms, you cannot be sure. The patrons should come to the library and use the medical tools themselves.

REFERRING QUESTIONS

When your own library does not have enough information to help your patron, and if time permits you should refer the question through your regular channels for more help. For branch libraries, this would mean sending the question to your headquarters library, and they can in turn refer it to SJWIS if necessary.

You should include the following information in your request:

Exactly what it is the patron needs. Just what is the condition?
Get an exact spelling and definition if possible.

Who is the information for? Is this for the patron? Is the person a health professional?

What level is needed? Can the person handle technical material?

When is it needed?

Purpose of the request--is it for a research paper? Does someone in the family have the condition?

What does patron already have? Where have you already looked?
Has a doctor been consulted?

For interlibrary loans, be sure to include complete bibliographical information as you always do, including author, title, journal (if appropriate), date, pages, publisher, and the source where the patron heard of it. Also let us know if the person is willing to pay any loan or copy charges and how much.

CONTACTS TO HOSPITAL LIBRARIES

In general, hospital libraries are not open to the public except by written referral from a physician. Check the AWLNET DIRECTORY for regulations regarding specific institutions.

However, the public can have access to the collections of hospital

libraries by working through another library. That is, you as a library staff member can contact the hospital library for help on behalf of a patron. The medical librarians will use their discretion in supplying you materials for your patron. They have fairly strict policies on what they will give out to the public, so caution your patrons that it is possible they will receive only limited information.

Going through SJVIS can often expedite access to the hospital library collections.

BARC has a set of sample medical reference policies from other libraries and can share these with interested librarians. Requests MUST be accompanied by a 10" x 12" self-addressed stamped envelope (first class postage 68¢; library rate 17¢ - note which it is on the envelope). Address requests to Bay Area Reference Center, San Francisco Public Library, Civic Center, San Francisco, CA 94102.

SELF-CARE READING AND SOURCE LIST

by Dr. Tom Ferguson, edited by Audrey Powers

The following is an expanded version of the list presented by Dr. Ferguson at the NARC workshop.

Books and pamphlets

- Andell, Donald B., ed. *High-Level Wellness*. Rodale Press, 1977. \$5.95 pb.
- Barbach, Lonnie G. *For Yourself: fulfillment of female sexuality - a guide to orgasmic response*. Doubleday, 1975. \$7.95; \$3.95 pb. New American Library, 1976. \$1.75 pb.
- Bates, Barbara. *A Guide to Physical Examination*. Lippincott, 1974. \$18.95 text ed.
- Bennett, Hal Z. *Cold Comfort*. Crown, 1979. \$4.95 pb.
- Benson, Herbert and Miriam Z. Klipper. *Relaxation Response*. Morrow, 1975. \$5.95. Avon, 1976. \$2.25 pb.
- Berkeley Holistic Health Center. *Holistic Health Handbook*. And-Or Press, 1978. \$3.95 pb.
- Boston Women's Health Book Collective. *Our Bodies, Ourselves*. 2d ed. Simon & Schuster, 1976. \$14.95; \$4.95 pb.
- Boston Women's Health Book Collective. *Ourselves and Our Children: a book by and for parents*. Random, 1978. \$6.95 pb.
- CIBA Collection of Medical Illustrations. 7 vols. CIBA Pharmaceutical Co., 1974. \$211.00 per set.
- Cramer, Kenneth H. *The Aerobics Way*. M. Evans, 1977. \$10.00. Bantam, 1978. \$2.50 pb.
- Dyckswald, Ken. *Bodymind*. Pantheon, 1977. \$10.00. BJ Publishing Group, 1978. \$1.95 pb.
- Evans, Glen. *The Family Circle Guide to Self-Help*. Ballantine, 1979. \$2.25 pb.
- Fanning, Tony and Robbie. *Get It All Done and Still be Human*. Chilton, 1979. \$8.95.
- Farquhar, John. *The American Way of Life Need Not be Hazardous to Your Health*. Norton, 1978. \$9.95.
- Friedman, Meyer and Ray H. Rosenman. *Type A Behavior and Your Heart*. Knopf, 1974. \$8.95. Fawcett, 1978. \$2.50 pb.
- Fries, James F. *Arthritis: a comprehensive guide*. Addison-Wesley, 1979. \$6.95 pb.

- Gartner, Alan and Frank Riessman. *Self-Help in the Human Services*. Jossey-Bass, 1977. \$12.95 text ed.
- Goldberg, Herb. *The Hazards of Being Male: surviving the myth of masculine privilege*. Signet, 1977. \$1.95 pb.
- Gordon, Thomas. *Parent Effectiveness Training: the tested new way to raise responsible children*. McKay, 1970. \$10.95. New American Library, 1975. \$5.95 pb.
- Gots, Ronald and Arthur Kaufman. *The People's Hospital Book*. Crown, 1978. \$3.95.
- Gottman, John. *The Couple's Guide to Communication*. Research Press, 1976. \$6.95 pb.
- Graedon, Joe. *The People's Pharmacy*. Avon, 1977. \$4.95 pb.
- Health Activation for Senior Citizens*. Health Activation Network, Box 923, Vienna, VA 22180. 1977. \$25.00.
- Howell, Mary. *Healing at Home: a guide to health care for children*. Beacon, 1978. \$9.95; \$5.95 pb.
- Howell, Mary. *Helping Ourselves: families and the human network*. Beacon, 1975. \$8.95; \$4.95 pb.
- Kapit, Wynn and Lawrence M. Elson. *The Anatomy Coloring Book*. Harper & Row, 1977. \$8.95 pb.
- Komaroff, Anthony and Richard N. Winikoff. *Common Acute Illnesses: a problem oriented textbook with protocols*. Little, Brown, 1977. \$15.00.
- Krupp, Marcus A. and Milton J. Chatton. *Current Medical Diagnosis and Treatment, 1978*. Lange Medical Publications, 1978. \$17.00. Annual.
- LeShan, Lawrence. *How to Meditate: a guide to self-discovery*. Little, Brown, 1974. \$5.95. Bantam, 1975. \$1.95 pb.
- Levin, Lowell S. *Self-Cure: lay initiatives in health*. Neale Watson, 1976. \$9.95; \$4.95 pb.
- Long, James W. *The Essential Guide to Nonprescription Drugs: what you need to know for safe drug use*. Harper & Row, 1977. \$25.00; \$8.95 pb.
- McQuade, Walter and Ann Aikman. *Stress*. Bantam, 1975. \$1.95 pb.
- Miller, Sigmund. *Symptoms; the complete home medical encyclopedia*. Crowell, 1976. \$17.95.
- Morgan, Ernest. *Manual of Death Education and Simple Burial*. Celo Press, n.d. \$2.00 ppd.
- Pantell, Robert. *Taking Care of Your Child; a parents' guide to medical care*. Addison-Wesley, 1977. \$10.95.
- Patient Brochure and Self-Help Manual*. Walt Stoll, M.D., 1412 North Broadway, Lexington, KY 40505. n.d. \$2.00.
- Pelletier, Kenneth R. *Mind as Healer, Mind as Slayer*. Delacorte, 1977. \$10.00. Dell, 1977. \$4.95 pb.
- Popenoe, Cris. *Wellness*. Yes! Bookshop, 1035 - 31st St., N.W., Washington, DC 20007. 1977. \$5.25.

- Progooff, Ira. *At a Journal Workshop: the basic text and guide for using the intensive journal*. Dialog House, 1975. \$12.50; \$5.95 pb.
- Roberts, Toni W., et al. *Healthwise Handbook: a guide to responsible health care*. Doubleday, 1979. \$6.95 pb.
- Sehnert, Keith and Howard Eisenberg. *How to be Your Own Doctor (Sometimes)*. Grosset & Dunlap, 1976. \$9.95.
- Silverman, Harold. *The Pill Book*. Bantam, 1979. \$2.95 pb.
- Simonton, Carl, et al. *Getting Well Again: a step-by-step self-help guide to overcoming cancer for patients and their families*. Tarcher, 1978. \$8.95.
- Stewart, F. H. et al. *My Body, My Health: the concerned woman's guide to gynecology*. Wiley, 1979. \$13.95; \$6.95 pb.
- Travis, John, M.D. *Wellness Workbook*. The Wellness Resource Center, 42 Miller, Mill Valley, CA 94941. 1977. \$25.00 (professional edition \$60.00).
- U. S. Health Services Administration. *Books that Help Children Deal with a Hospital Experience*. HSA pubn. #78-5224. Rev. ed. U. S. Government Printing Office, 1978. (Stock No. 017-031-00020-1). \$1.20 pb.
- Vickery, Donald and James Fries. *Take Care of Yourself: a consumer's guide to medical care*. Addison-Wesley, 1976. \$9.95; \$5.95 pb.
- Weed, Lawrence L. *Your Health Care and How to Manage It*. 2d ed. PROMIS Lab, 1978. \$5.00.
- Werner, David. *Where There is No Doctor: a village health care handbook*. (Translation of Spanish, *Donde no Hay Doctor*). Hesperian Foundation, Box 1692, Palo Alto, CA 94302. \$5.00.
- Williamson, John D. and Kate Danaher. *Self-Care in Health*. Neale Watson, 1978. \$17.50.
- Zilbergeld, Bernie and John Ullman. *Male Sexuality: a guide to sexual fulfillment*. Little, Brown, 1978. \$12.95. Bantam, \$2.95 pb.

Periodicals

- Consumer Health Information Newsletter*. Group Health Plan, 2500 Como Ave., St. Paul, MN 55108. Free.
- Harvard Medical School Health Letter*. 79 Garden St., Cambridge, MA 02138. \$12.00/year.
- Hospital Medicine; a pictorial review of medicine*. Hospital Publications, Inc., 609 Fifth Ave., New York, NY 10017. \$20.00/year.
- The Medical Letter on Drugs and Therapeutics*. 56 Harrison, New Rochelle, NY 10801. \$19.50/year (\$9.75 for residents, interns and medical students.)
- Medical Self-Care Magazine*. Box 717, Inverness, CA 94937. \$10.00/year.
- The Physician's Patient Education Newsletter*. Johns Hopkins, 615 North Wolfe, Baltimore, MD 21205. \$6.00/year (individuals); \$15.00 (institutions).

Self-Help Reporter. National Self-Help Clearinghouse, 33 W. 42nd, Room 1227, New York, NY 10036. Free.

Teacher. November 1979 issue is devoted to self-care. 77 Bedford St., Stamford, CT 06901. \$2.00 (single copies).

Miscellaneous

Cancer Information Service, a toll-free telephone hotline service. 800-638-6694.

Family Black Bag of Medical Tools. Available from Health Activation Network, Box 923, Vienna, VA 22180. \$79.50. Contains stethoscope, blood pressure cuff, otoscope, etc.

Health Research Group, 2000 P St., N.W., Suite 708, Washington, DC 20036. The health wing of Ralph Nader's consumer rights organization. Write for free list of publications.

SELF-CARE Credo

Many workshop attendees requested that BARC reprint the *Self-care Credo* from David Werner's *Where There is No Doctor*. This credo was used by Dr. Tom Ferguson in his presentation on self-care.

1. Health care is not only everyone's right but everyone's responsibility.
2. Informed self-care should be the goal of any health program or activity.
3. Ordinary people, provided with clear, simple information can prevent and treat most common health problems in their own homes--earlier, cheaper, and often better than can doctors.
4. Medical knowledge should not be the guarded secret of a select few, but should be freely shared by everyone.
5. People with little formal education can be trusted as much as those with a lot. And they are just as smart.
6. Basic health care should not be delivered, but encouraged.

SOURCES FOR PAMPHLETS PROVIDING
MEDICAL INFORMATION IN
Nontechnical Language

Locating inexpensive and reliable pamphlets on medical subjects was a topic discussed at the workshop. Many useful pamphlets and other publications are available from national health related organizations such as the American Cancer Society, from professional organizations such as the American Dental Association, and from government agencies such as the National Institutes of Health. Following is a select list of companies which produce pamphlets that are generally of high quality; the list was provided by workshop panelist Karen Jemison, librarian at the Veterans Administration Hospital Patient Library. It supplements the attached "Sources to Aid Librarians Seeking Medical Information in Nontechnical Language."

Channing L. Bete Company
45 Federal Street
Greenfield, MA 01301
(Scriptographic health education booklets)

Robert J. Brady Company
Bowie, MD 20715
(Brady's patient education series pamphlets)

Pemco Associates, Inc.
P.O. Box 28117
San Diego, CA 92128
(Pembook pamphlets)

Physicians Art Service, Inc.
343-B Serramonte Plaza Office Center
Daly City, CA 94015
(Patient information library pamphlets)

Pritchett & Hull Associates, Inc.
2996 Grandview Avenue, N.E.
Atlanta, GA 30305
(Patient education pamphlets)

Sister Kenny Institute
1880 Chicago Avenue
Minneapolis, MN 55404
(Rehabilitation publications)

SOURCES TO AID LIBRARIANS SEEKING
MEDICAL INFORMATION IN NONTECHNICAL
LANGUAGE

SECTIONS

1. A Bibliography of Selected Bibliographies: Medical Books in Libraries
2. Sources for Reviews of Nontechnical Books on Medical Topics
3. Indexing and Abstracting Services Covering the Medical Literature
4. Miscellaneous Services and Publications on Health Related Topics

Compiled by BARC reference librarians Carol Coon, Tibby Storey, Kay Roberts and Ruth Thompson, and edited by Audrey Powers and Anne Roughton for the BARC September 1979 workshop on "The Ethics and Problems of Medical Reference in Public Libraries."

A BIBLIOGRAPHY OF SELECTED BIBLIOGRAPHIES:

MEDICAL BOOKS IN LIBRARIES

Organizations and institutions in the field of medicine, and medical libraries publish many of the best medical bibliographies. They are geared to the health professional but can also be useful to the lay librarian. For example, the bibliographies are generally arranged by subject and could be used to find books on a specific medical topic in response to a patron request. Some of them can be used as book selection tools. Following are some of these publishers and their publications:

Consumer Health Information Program and Services (CHIPS). Los Angeles County Public Library System, Carson Regional Library, and Los Angeles County Harbor General Hospital Medical and Patient Libraries, 1000 W. Carson Street, Torrance, CA 90509.

CHIPS is a Title I LSCA-funded project designed to help the consumer--whether as a public library client or a hospital patient--obtain information on medical topics. It is a bilingual program which provides information in Spanish as well as English. CHIPS publishes bibliographies on subjects such as cancer, diet and nutrition, prenatal, post natal and infant care, diabetes, allergy, etc. The bibliographies include books and pamphlets and are an excellent source for material in Spanish. The bibliographies are free.

Kaiser-Permanente Medical Center. Health Library, 3779 Piedmont Avenue, Oakland, CA 94611.

They publish on an irregular basis lists of books and pamphlets added to the collection. They also publish acquisition lists which keep the "Books and Booklets" list up-to-date. They also publish a list of "Pamphlets Distributed in the Health Library", and their "Equipment, Sources and Software" list gives sources for cassettes, 8mm films, 16mm motion pictures and videotapes on medical topics. These publications are free.

Los Angeles County Harbor General Hospital. Patient Library, 1000 W. Carson Street, C-2, Torrance, CA 90509.

The library publishes a new books list irregularly, the last one in April, 1978. They are arranged by subject and include titles in Spanish. The lists are free. Also, patient libraries in hospitals in local areas might publish similar lists.

Pacific Southwest Regional Medical Library Service (PSRMLS). Biomedical Library, The Center for the Health Sciences, University of California, Los Angeles, CA 90024.

PSRMLS publishes two useful tools of interest to lay librarians. *Reference Materials for a Health-Science Core Library*, 1979, is in its 5th revised and updated edition. It covers indexes, directories, drug handbooks, handbooks, dictionaries, and audiovisual catalogs. Very thorough information is given for each entry. The *PSRMLS Newsletter* lists new reference tools and new editions. Another publication of interest is their *Selected List of Medical Reference Works for Public Libraries*, 1979.

Veterans Administration Hospital. Patient Education Resource Center, 4150 Clement Street, San Francisco, CA 94121.

They publish a useful catalog titled "Patient Education Resource Center Materials: audiovisuals, books, pamphlets, models." Each medium is arranged by subject. The library has had so many requests for this publication that they can no longer provide free copies, but they are willing to interlibrary loan a copy so that libraries can make a duplicate. Other VA hospital libraries may publish bibliographies or new book lists; if you have one in your area it might be worth investigating.

U.S. Department of Health, Education and Welfare. Health Services and Mental Health Administration. Office of Communications and Public Affairs. *Spanish Language Health Communication Teaching Aids. A List of Printed Materials and Their Sources*. DHEW Publication No. (HSM) 72-19, July 1972. Bethesda, MD. Available from ERIC, Document Reproduction Service, P.O. Box 190, Arlington, VA 22210. (ED 073868, 61 pages, H.C. \$3.50, Fiche \$.83, plus postage \$.15, \$.48).

Contains over 450 Spanish printed materials about the various aspects of health and their sources. Some of the health areas discussed are alcoholism, allergies, cancer, dental health, drugs, prenatal care and infant care, tuberculosis, nutrition, diabetes, health education, children's health, consumer education, environmental health, family planning, and venereal diseases.

U.S. National Library of Medicine. *National Library of Medicine Current Catalog*. Bethesda, MD: Department of Health, Education and Welfare. Public Health Service, National Institute of Health. National Library of Medicine, Washington, DC, for sale by the Superintendent of Documents, U.S. Government Printing Office. \$18.25. *Annual Cumulation*, 1978 edition, \$25.00.

The *National Library of Medicine Current Catalog* and its cumulations would be useful in the large public library as an access tool for medical books on a particular subject. The books are technical though and many are in a foreign language. For the price this is an excellent buy for a source of this size and scope. The NLM also publishes a catalog of its audiovisual collection.

U.S. Superintendent of Documents. *Medicine and Medical Science* (Subject bibliography SB-154). Washington, DC, U.S. Government Printing Office, Superintendent of Documents, 1978. Free. (SuDocs #GP 3.22/2:154/3).

This is a free publication which lists materials available from the federal government in the area of medicine. Some titles are esoteric but a good source for pamphlets.

Mention has been made in some of the above annotations about materials in Spanish. Over the years BARC has had several requests for medical related materials in Spanish, which are not always easy to locate. If there is an interest in medical materials in Spanish a possible source is the health agencies in states with large Spanish speaking populations such as Texas, New Mexico, Arizona, Colorado and California.

TRADE PUBLICATIONS

Blake, John B. and Roos, Charles. *Medical Reference Works, 1879-1966; a selected bibliography*. Chicago: Medical Library Association, 1967. \$10.00.

Supplement 1, 1967-1968. Compiled by Mary V. Clark, 1970. \$3.75 pb.

Supplement 2, 1969-1972. Compiled by Joy S. Richmond, 1973. \$6.95 pb.

Supplement 3, 1973-1974. Compiled by Joy S. Richmond, 1975. \$4.95 pb.

A standard reference tool. The titles are in classed arrangement within three main sections: medicine, general; history of medicine; and special subjects. Titles have been selected for their usefulness in answering questions in bio-science libraries; titles especially useful for smaller medical libraries are marked with an asterisk.

Horkheimer, Foley A. and Alley, Louis E. *Educators Guide to Free Health, Physical Education and Recreation Materials*. 11th edition. Randolph, WI: Educators Progress Service, Inc., 1978. \$13.50 pb.

Lists films, filmstrips, slides, transparencies, audiotapes, videotapes, scripts, audio discs, and printed materials that are free. The health section covers accident prevention and safety, career opportunities in health fields, diseases, handicaps, and mental health, first aid, foods and nutrition, personal health and hygiene, public health, sanitation, and environmental control, sex education and family living.

Medical Books and Serials in Print, 1979: an index to literature in the health sciences, 8th edition. New York, NY: Bowker, 1979. \$43.50.

The only current, comprehensive, finding and ordering source for the entire world of medical literature. Published annually.

Philbrook, Marilyn McLean. *Medical Books for the Layperson: an annotated bibliography*. Boston, MA: Boston Public Library, 1976. \$2.00.

This bibliography may help people find books on the topic in which they are interested--a particular illness or how to stay healthy. Books listed were selected from the collection of the Boston Public Library and include titles published from 1969 through mid-1975. The Boston Public Library has issued a *Supplement* which contains 104 titles published between mid-1975 and 1977. Copies of the *Supplement* can be ordered for \$2.50 from the Publications Sales Office, Boston Public Library, P.O. Box 286, Boston, MA 02117. All orders must be prepaid with checks payable to: The Trustees of the Public Library of the City of Boston.

Popenoe, Cris. *Wellness*. Yes! Inc., 1035 31st Street, N.W., Washington, DC 20007. \$4.95 pb.

A guide to the whole range of holistic health and healing. The bulk of the book contains critical reviews and descriptions of some 1500 books on all aspects of holistic healing. The titles are selected as being most useful, with the very best indicated by the use of boldface type. A good source for the patron looking for materials on alternative methods of healing.

PERIODICAL ARTICLES

Brandon, Alfred N. and Hill, Dorothy R. "Selected List of Books and Journals for the Small Medical Library", *Bulletin of the Medical Library Association*, LXVII (April, 1979), 185-211.

The 8th revision of what has become the standard list. It is revised about every two years and usually appears in the April issue. It includes 472 books and 138 journals and is intended as a selection guide for small or medium-sized hospital or medical library. The starred items are recommendations for first purchase.

Cormier, John. "Medical Texts for Public Libraries," *Library Journal*, CIII (October 15, 1978), 2051.

From a survey of central Massachusetts health science librarians, a list of 25 medical books was developed for public libraries. The list is divided into two groups, primary and secondary. The primary group consists of basic texts in the major medical fields. The secondary group contains texts in medical subspecialty fields.

Howertine, Duncan. "Selected Reference Aids for Small Medical Libraries", *Bulletin of the Medical Library Association*, LVIII (April, 1970), 134-158.

An annotated list of 178 items compiled as a guide to the development of a small medical library reference collection. Arrangement is by broad subject groups. Textbooks are excluded.

Maina, William and French, Beverlee. "Medical Reference Works for the Public Library", *News Notes of California Libraries*, LXX (1975), 24-32.

"This article is designed to aid public librarians who wish to know more about professionally-oriented medical reference works that would be suitable for a public library." The authors discuss thirty-two monographs that are listed in suggested order of purchase.

Mount, Ellis and Crockett, Edith S. "Sci-Tech Books of 1978, One-Hundred Outstanding Titles for General Library Collections", *Library Journal*, CIV (March 1, 1979), 541-558.

This is an annual article usually appearing in the March 1st issue. The "Health Sciences" section is small and the books are more for the circulating collection than reference.

Timour, John A. "Selected List of Journals for the Small Medical Library; a comparative analysis", *Bulletin of the Medical Library Association*, LIX (January, 1971), 87-93.

A list of ninety-one medical journal titles that are consistently chosen by bibliographers as being most appropriate for particular subject areas in health sciences.

--compiled by Carol Coen 8/79

SOURCES FOR REVIEWS OF NONTECHNICAL BOOKS ON MEDICAL TOPICS

Over the last decade there has been a proliferation of books for the layperson on medical consumerism and on all aspects of medicine and health care. There has been a concomitant increase in reviews of these books in the standard review sources. The following list will help locate these reviews.

1. *Library Journal* (semi-monthly, except July and August. \$24/year. R.R. Bowker Co., P.O. Box 67, Whitinsville, MA 01588) provides good coverage of medical and health material in the "Medical Sciences" subsection of their regular "Science and Technology" section.
2. *Publishers Weekly* (weekly. \$33/year. R.R. Bowker, Co., address above) includes announcements of health books in its "Forecasts" section almost every week.
3. *Kirkus Reviews* (semi-monthly. \$150/year. Kirkus Service, Inc., 200 Park Avenue, S., New York, NY 10003) examines some medical material not picked up by *LJ* or *PW*.
4. *Science Books and Films* (4 times/year. \$17.50/year. American Association for the Advancement of Science, 1515 Massachusetts Avenue, NW., Washington, DC 20005) is a useful source for reviews of books of a slightly more technical nature. It covers medical textbooks and books for the layperson, and notes level (e.g., C = college; P = professional). Recommended books are starred; titles not recommended are marked "NR". N.B. - Reviews tend to appear long after the book is published, reducing their usefulness.
5. *Medical Self-Care; Access to Medical Tools* (quarterly. \$10/year. Box 717, Inverness, CA 94937) is a new and unique source for reviews of medical and health care books for the public. Each issue reviews titles that Dr. Tom Ferguson, the editor, recommends; each review has comments by Dr. Ferguson and quotations from the book. Subjects of books reviewed range from running, lifestyles, and Zen, to stress, sore backs, stomach ailments, and therapy. While most titles reviewed are from standard publishers, there is also coverage of small press items which are often not picked up the standard review media. Issues of the journal focus on specific topics, and include listings for classes in medical self-care. Note, however, that some titles are not new.

Karen Jemison, librarian at the Veterans' Administration Hospital in Palo Alto, suggests the following additional journals as sources for reviews. Few public libraries own these titles, and their inclusion here is not intended as a recommendation for purchase, but those librarians who have access to them will find them useful.

1. *American Journal of Nursing* (monthly. \$12/year. American Journal of Nursing Co., 10 Columbus Circle, New York, NY 10019) carries book reviews in each issue. Most of the books reviewed are for the professional nurse but occasionally a title is appropriate for the public library. All reviews are by health professionals and are signed.
2. *British Medical Journal* (weekly. \$56/year. British Medical Association, BMA House, Tavistock Square, London WC1H 9JR, England) has a book section each week. Coverage is generally of technical medical books, but the occasional nontechnical ones reviewed are useful. The signed reviews are lengthy and often witty. One drawback is that titles are usually British publications.
3. *Journal of Nutrition Education* (quarterly. \$15/year. Society for Nutrition Educa-

tion, 2140 Shattuck Avenue, Suite 1110, Berkeley, CA 94704) is a good, locally published source for reviews of books on diet, food allergies, and nutrition. Each issue has a "Books--Professional and Popular" column, and material appropriate for the layperson is reviewed. Reviews are signed.

4. *Rehabilitation Literature* (10 times/year. \$10/year. National Easter Seals Society for Crippled Children and Adults, 2023 W. Ogden Avenue, Chicago, IL 60612) reviews books on rehabilitation which are rarely reviewed in library literature. Its extensive book review and abstracting sections cover 10 to 20 books each issue. The reviews are not signed but are well-written and the reviewers are knowledgeable. The "Reviews and Abstracts of Current Literature" section expands this journal's coverage of the field to between 600 and 700 citations per year.

Ms. Jemison also finds the following titles useful for reviews:

5. *Annals of Internal Medicine*. Monthly. \$25/year. American College of Physicians, 4200 Pine Street, Philadelphia, PA 19104.
6. *Gastroenterology*. (American Gastroenterological Association). Monthly. \$50/year. Williams and Wilkins, 428 E. Preston Street, Baltimore, MD 21202.
7. *Health Care Education*. Quarterly. \$8/year. Reinhardt-Keymer Publishing Co., Inc., 60 E. 42nd Street, Suite 1026, New York, NY 10017.
8. *Health Values*. Bi-monthly. \$10/year. Charles B. Stack, Inc., 6900 Grove Road, Thorofare, NJ 08086.

Note: Subscription prices are from various sources.

--compiled by Tibby Storey 8/79

INDEXING AND ABSTRACTING SERVICES COVERING THE MEDICAL LITERATURE

The following indexing and abstracting services include coverage of medicine and related topics. Titles are grouped according to technicality of language of the works covered, proceeding from the very general through the more technical. The last several technical sources are included because sometimes they are the only helpful ones, and because the technical articles cited can often be made understandable to the lay person with the aid of a good medical dictionary. In some of the sources covering technical articles, the abstracts are often in easily readable nontechnical language, making them very useful.

Also, newspaper indexes can be very useful for finding articles in lay language about new treatments, trends, or resources; a search might uncover an article describing the opening of a new treatment center or foundation for the study of a disease being researched. Newspaper articles also frequently locate preview information on research reports which will not be published until later; the news article may be the only printed information available for many months.

INDEX/ABSTRACT

*Readers' Guide to
Periodical Literature*

Vertical File Index

*Public Affairs Information
Service (P.A.I.S.)*

*Cumulative Index to Nursing
and Allied Health Literature*

TYPES OF INFORMATION GENERALLY INDEXED

Family Health is the only medical interest periodical currently indexed, but many general interest periodicals publish medical articles.

Selectively indexes pamphlets. Entries are annotated and tend to be very practical.

Indexes books, periodicals and government documents in the public health field. Should be a good source for legislative or statistical information questions.

Indexes English language nursing periodicals, major periodicals in allied health professions such as laboratory technology, occupational therapy, etc., and selectively indexes popular magazines and biomedical journals.

EXAMPLES OF ENTRIES FOUND UNDER CANCER HEADINGS IN MOST RECENT BOUND VOLUME OF INDEX

The heading "cancer therapy" included articles from *Chemistry*, *N.Y. Times Magazine*, *Science*, and *Science News*.

1978 issues included a pamphlet on lung cancer from the U.S. National Cancer Institute and a pamphlet on nutrition for children with cancer from U.S. Consumer Product Safety Commission.

Articles on cancer from *Fortune*, *Mother Jones*, *Wall Street Journal*, *U.S. News*; statistical and mortality tables published by Metropolitan Life Insurance Co.

While mainly directed to the nursing health professional, library patrons might find useful articles in less technical language. Entries under cancer were mainly directed to helping the patient with cancer. Popular articles included were a *Readers' Digest* article on reducing chances of getting cancer and a *Newsweek* article on a new cancer drug.

INDEX/ABSTRACT

Hospital Literature Index

TYPES OF INFORMATION GENERALLY INDEXED

Directed to health care administrators, it also indexes business, architecture, and other types of journals which publish health care related articles. It would probably be most useful for questions relating to the business of health care.

Biological and Agricultural Index

The range of articles would vary from very technical to general. Fields covered include nutrition and public health.

Index Medicus

Indexes medical and health science journals, and representative journals of botany, chemistry, and physics. Most articles are in technical language.

Abridged Index Medicus

Indexes at present 118 English language journals "to afford rapid access to selected biomedical journal literature."

EXAMPLES OF ENTRIES FOUND UNDER CANCER HEADINGS IN MOST RECENT BOUND VOLUME OF INDEX

Typical cancer headings were "cancer care", "cancer hospitals", "cancer nursing". An article on cancer victims seeking treatment in Mexico was indexed from *Medical World News*.

Cancer headings included dietary articles from nutrition periodicals, articles on the environment and cancer, a therapy article from *Growth*, technical articles from chemical, pharmacological, and agricultural science journals.

Many pages of cancer citations indexed under heading "neoplasms". Subheadings included complications, diagnosis, drug therapy, enzymology, etc. Medical, nursing and cancer journals were sources of most citations. Foreign language articles indexed at the end of the English listings under each heading, with an English translation of the titles.

INDEX/ABSTRACT

Psychological Abstracts

TYPES OF INFORMATION GENERALLY INDEXED

Abstracts of articles, generally containing very technical information. Includes sections on physiological psychology and physical and psychological disorders.

Biological Abstracts

Abstracts of articles in biosciences research, including experimental medicine, biochemistry, cell biology, nutrition, pharmacology, public health, radiation biology.

Excerpta Medica

Covers all fields of medicine. Divided into separate sections covering cancer, nuclear medicine, etc. Publishes thousands of abstracts in English covering articles in medical journals of all countries.

EXAMPLES OF ENTRIES FOUND UNDER CANCER HEADINGS IN MOST RECENT BOUND VOLUME OF INDEX

Articles abstracted under heading "neoplasms" included psychological profiles of cancer patients and reports on psychical and psychological effects of drugs.

Checking cancer under the keyword index produced many references to abstracts of technical articles.

A recent on-line search regarding cobalt therapy for breast cancer produced abstracts in nontechnical English, of technical articles in German and Japanese and one abstract of an English language study.

In addition to the above sources, there may be a specialized index for the specific medical subject being researched. Many of these are listed in section 26 of Anthony Kruzas' *Medical and Health Information Directory*, Gale, 1977. Some examples are *Cancer Therapy Abstracts*, *Current Literature of Blood*, *Dental Abstracts*, *Arthritis and Rheumatism (Excerpta Medica)*. Information on health, medicine and disease may also be found in indexes abstracts from related fields, e.g., *Nutrition Abstracts*, *Air Pollution Abstracts*, *Pesticides Abstracts*.

MISCELLANEOUS SERVICES AND PUBLICATIONS ON HEALTH RELATED TOPICS

Various organizations and government agencies often provide useful pamphlets and other publications, as well as reference assistance. In answering medical and health related inquiries BARC has received help from the following types of organizations:

- national organizations (and their local chapters), especially those that deal with specific medical problems.
- local offices of county, state and federal agencies concerned with health.
- professional medical associations.
- medical services such as crisis centers, switchboards, emergency hospitals, free clinics, local hospitals, neighborhood health centers, counseling services, special medical centers.
- related social service agencies.

In addition to publications, some organizations provide special telephone services to the lay public. A few interesting sample services available in the Bay Area are listed below; sponsors include hospitals, medical organizations, government agencies, etc. Organizations in other communities may provide similar programs, or might be encouraged to do so.

1. CONSUMER'S DRUG INFORMATION SERVICE/CONSUMER'S PHARMACY

The Consumer's Drug Information Service is located in the Department of Pharmacy Services, St. Francis Medical Center, 3630 E. Imperial Highway, Lynwood, CA 90262. It was established in February 1979 with anonymous funding to last till 1980; efforts are being made for continuing financial support. It is the only service of its kind in the country. The program was designed to help consumers understand proper use of drugs for maximum benefit and minimum risk, and to encourage interaction between patient and physician or pharmacist. The service is available to anyone in California by phone Monday through Friday, 10 am-6:30 pm. A pharmacist provides information in nontechnical language on prescription, over-the-counter or street drugs; callers may be referred to a hospital or clinic. Telephone: 213-631-DRUG (Los Angeles and Orange County residents); others 800-262-1954.

2. DIAL-A-TEST

The San Francisco Council of Lions Clubs sponsors Dial-a-Test through the Hearing Society for the Bay Area. Dial-a-Test is a tape, available by telephone, which gives a simple preliminary hearing test. A brief explanation of the test is followed by 8 sounds of varying intensity, 4 for each ear. If the listener does not hear 4 distinct sounds in each ear, a complete hearing test by a medical hearing specialist is recommended. This is the only service of its kind in California. Hearing Society for the Bay Area, 1428 Bush Street, San Francisco, CA 94109. Dial-a-Test 415-776-1291.

3. SAN FRANCISCO BAY AREA POISON CENTER

The Center is located in the Emergency Room of the San Francisco General Hospital, and is one of 9 under the State Department of Health Services, Food and Drug Division. It was established through collaboration of the University of California San Francisco's Schools of Pharmacy and Medicine, and the San Francisco Department of Public Health. The Center is staffed 24 hours a day, 7 days a week, by nurses and pharmacists who use POISINDEX, a microfilm listing of more than 180,000 substances coded for treatment, to advise on poison remedies. Physicians in the hospital are available for advise. When possible, treatment is directed by tele-

phone; arrangement can be made for the patient to be hospitalized. In a five month period the Center received nearly 7000 calls; 80% were for accidental poisoning and 54% concerned children under five. Telephone: 415-666-2845 (Bay Area residents); others 800-792-0720.

Other California Poison Control Centers:

Fresno Community Hospital, 209-233-0911 x2431.
Thos. J. Fleming Memorial Center, Children's Hospital of Los Angeles, 213-664-2121.
Alameda-Contra Costa Medical Association, Oakland, 415-652-8171.
Children's Hospital of the East Bay, Oakland, 415-654-5600.
Orange County Medical Center, Orange, 714-997-2722.
Emergency Medical Services, Sacramento Medical Center, Univ. of California, Davis, 916-453-3692, 453-3797.
University Hospital, San Diego, 714-294-6000.

4. SUICIDE PREVENTION, INC.

The Suicide Prevention Center provides many services, including counseling by telephone to people of all ages in stressful situations. Open on a 24 hour, 7 day basis, the staff of trained volunteers listens to and counsels people who are depressed or suicidal or who have mental health or drug-related problems; referrals can be made to community mental health centers, private practitioners and home health services. Suicide and Crisis Intervention Line: 415-221-1423; Drug Line: 415-752-3400; Mental Health Information and Referral Line: 415-387-5100.

5. TEL-MED

Tel-Med was originated in 1972 by the San Bernardino County Medical Society with funding from the American Medical Association, California Medical Association and the U.S. Department of Health, Education and Welfare. The 200 programs nationwide are sponsored variously by local medical societies, county health departments, United Way, hospitals, churches, libraries, volunteer organizations, etc., which have franchise agreements with the national headquarters, Tel-Med, Inc., in Colton, CA. Tel-Med provides information on health problems to the general public through a library of 300 tapes which are available by telephone. Scripts for the tapes are prepared in nontechnical language by physicians. Member programs can change wording to better suit local communities.

Tel-Med in San Francisco is a service of the San Francisco Lung Association and sponsored by the San Francisco Medical Society. Two operators staff the service, which receives between 3000 and 4000 calls a month; hours are 10 am-8 pm, Monday through Friday. The program costs between \$16,000 and \$18,000 a year. The original cost: \$11,000 for equipment; \$1000 for installation and \$5500 for tapes. A recent survey of Tel-Med users in San Francisco indicated 8% had learned of the service through the public library.

Spanish tapes are used in San Diego, Texas, New Mexico and some parts of the East. Because of very low usage in San Diego, San Francisco Tel-Med does not plan to provide tapes in Spanish. Requests have been received from the Chinese community for tapes in Cantonese; Tel-Med facilities are available, but community funding is needed for such a project.

Tel-Med, Inc., 22700 Cooley Drive, Colton, CA 92324, 714-825-6034.

Tel-Med, c/o San Francisco Lung Association, 833 Market Street, San Francisco, CA 94103; Tel-Med line: 415-929-0200.